

Evaluation of Flow-Station Implementation within a Primary Care Facility

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Evaluation of Flow-Station Implementation within a Primary Care Facility

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Background Information

A high demand for efficient work and patient flow exists in health care. From Virginia Mason Medical Center has come the flow station, a space that pairs flow-masters (FM's) and clinicians, facilitating communication and teamwork. The flow-masters



complete non-clinical work, and direct flow of clinicians clinical work.

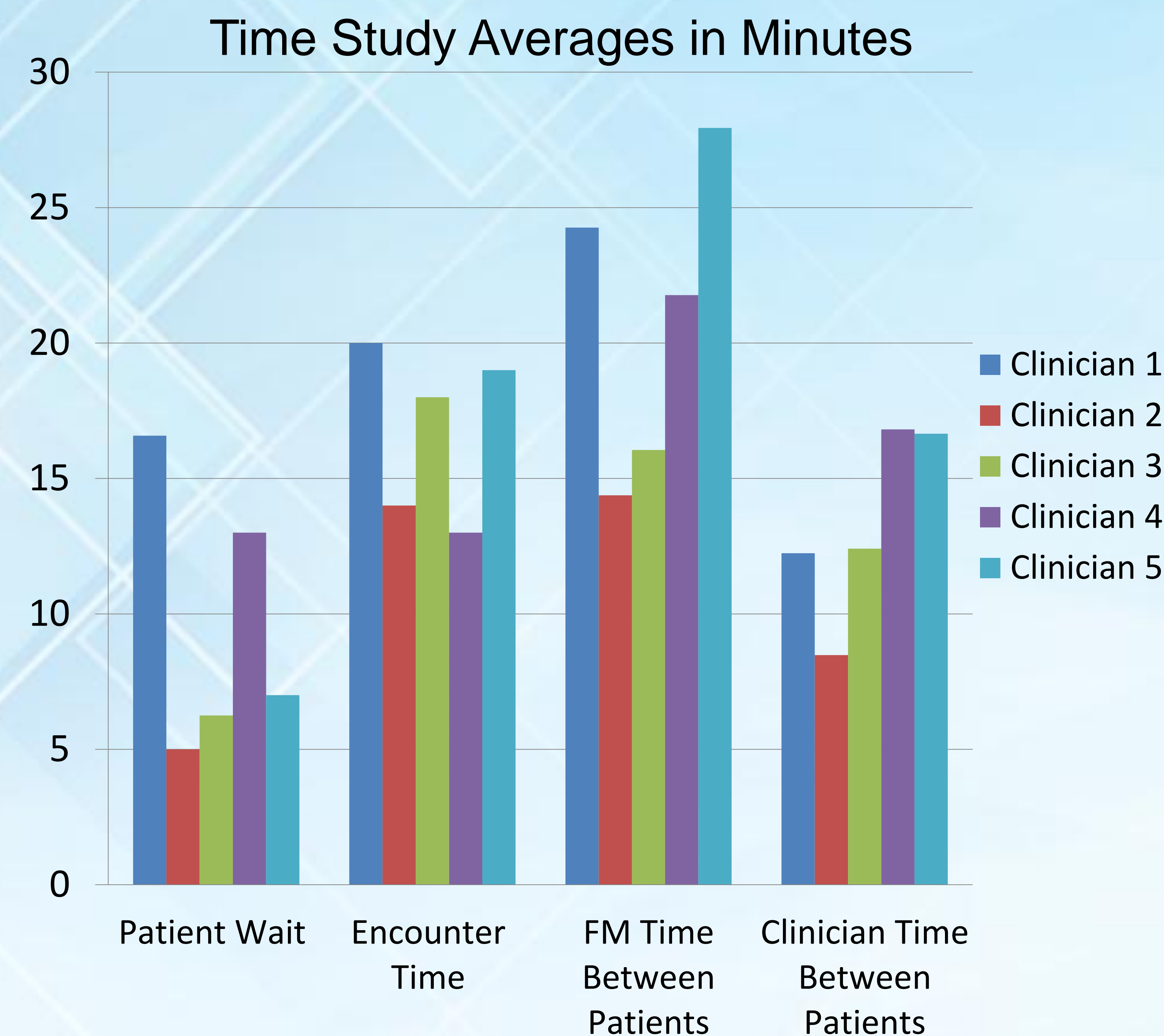
The present study aims to observe flow-station implementation and use this as a guide for future teaching.

Method

Five clinician and flow-masters pairs were observed working at flow-stations. Notes were taken on how flow stations work within the practice and how the clinicians and FM's adapt to the change. A time study was also taken on patient flow to gauge how flowbusters impact clinicians remaining on schedule.

Results

- Differences in use of flow-stations
- Significant start-up work arounds
- Teamwork/communication increase
- Need for coaching and direction
- Amount of time between patients allows for flow- station work to occur



Discussion

- Limitation of pre flow-station data
- Clinicians learning new appointment times
- Shadowing opportunities for new learners
- Standardize flow-station work
- Pre-visit planning

Conclusion

- Implementation not without initial struggles
- Significant growth between teams in weeks observed
- More coaching in future roll-outs to ensure flow-station comprehension

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